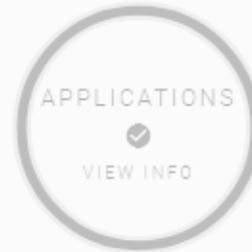
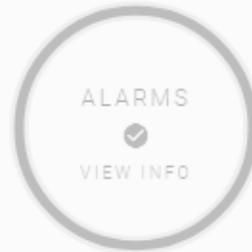




# Administrator INSOMNIAC® Control Center USER GUIDE



# INSOMNIAC® Control Center User Guide for Account Administrators and Regional Managers

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## About this Guide

OpenTech assigns permission levels to Users as requested by the customer. There are four levels of use:

- **Account Administrator**  
Complete access to all features for all of the account's facilities and can add Users at all levels.
- **Regional Manager**  
Complete access to all features for assigned facilities (only); cannot add Users.
- **Facility Manager**  
Access to assigned facility to view activity and reports; limited ability to modify setting; cannot add Users
- **Installer/LiveAgent (uncommon)**  
Rarely created, these offer specific and limited access; if you have questions, [contact us](#).

This guide addresses commonly used features that are uniquely accessible by Account Administrators and/or Regional Managers. There is a separate guide for Facility Managers, with more details about some features, available in the [OpenTech Help Center](#). Select from a variety of CIA documents and videos.

These guides do not describe every feature or option, and some actions are performed in partnership with an OpenTech technician. However, the Control Center is designed to be intuitive and all Users are encouraged to explore it and become familiar with the available features. Users are always invited to [contact us](#) for support.

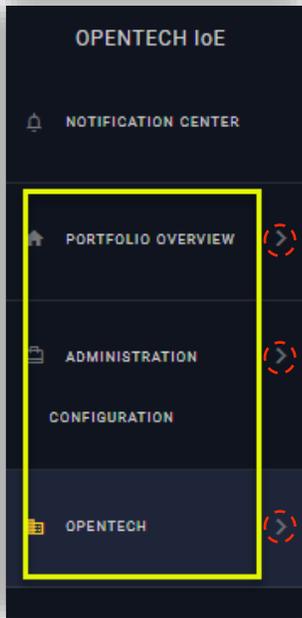


## Logging into the Control Center

<https://portal.insomniaccia.com>

Enter the correct Control Center credentials to open the site. For misplaced/forgotten passwords, click the LOGIN button, then click Forgot your password to reset.

To change a password, log in and select your name at the top right corner of the screen. Then click User Settings and the CHANGE PASSWORD button. Follow the instructions.



## Navigation Pane

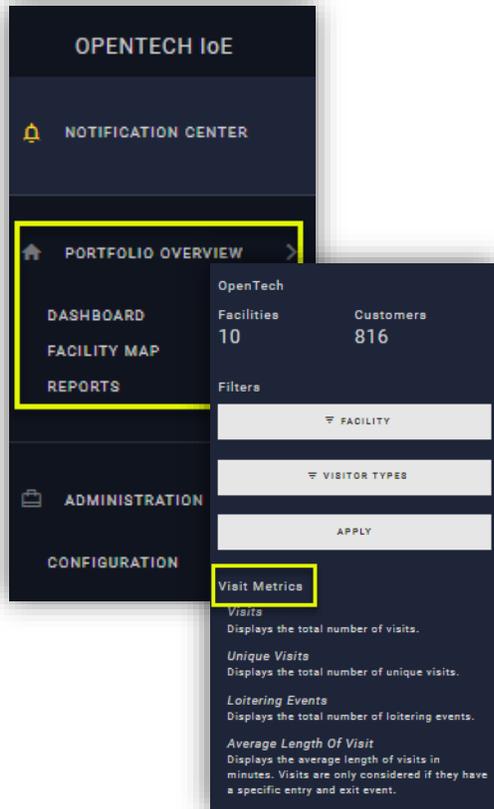
The navigation pane on the left side of the Control Center is where all Users start for all activities.

Many Administrator and Regional Manager User functions are located in the Administration and Configuration sections of the navigation pane, but Users also perform actions in the Portfolio Overview and Account [Name] section.

The Notification Center indicates when there is a message from OpenTech or the system



**NOTE!** All tabs with submenus (Portfolio Overview, Administration, Facility Name) have arrows that must be clicked to view the submenus.



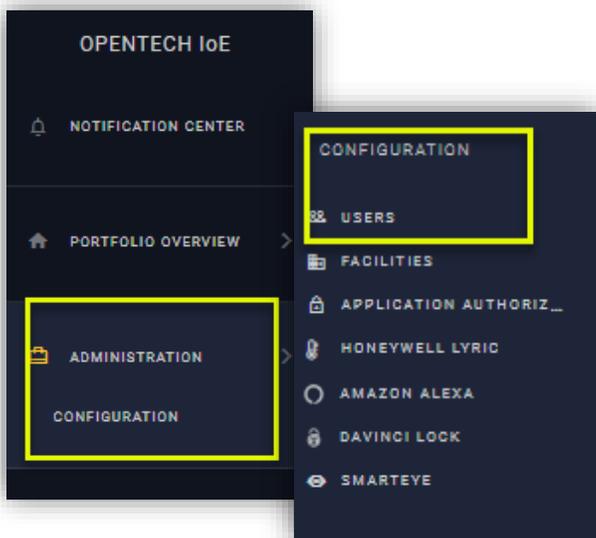
## Portfolio Overview Tab

The Portfolio Overview section allows Account Administrators to see multiple charts and graphs across the board.

Click Portfolio Overview, then the arrow to show all options. Click Dashboard to bring up the Visit Metrics menu. Select the Facility and Visitor types to customize the view.

Click on Date in the corner of any overview to adjust the time and date range for the view. See examples on the next page.

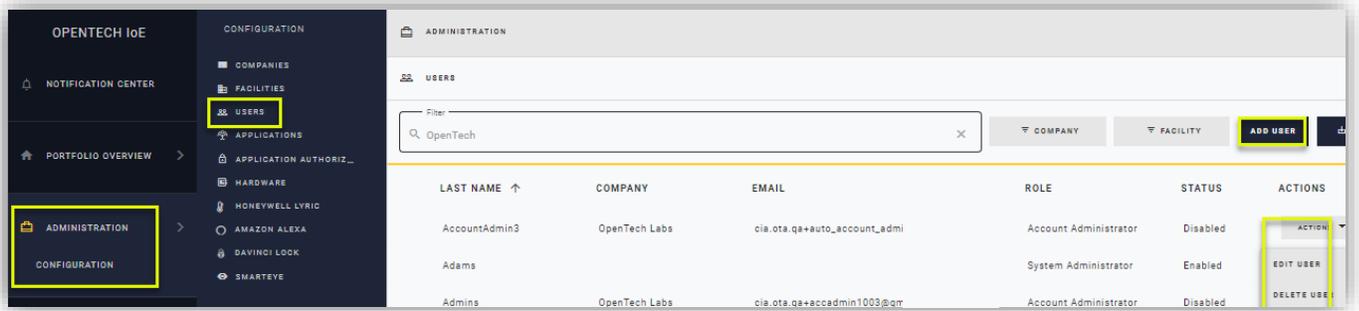
Note: click this arrow  on any Control Center screen to return to the top.



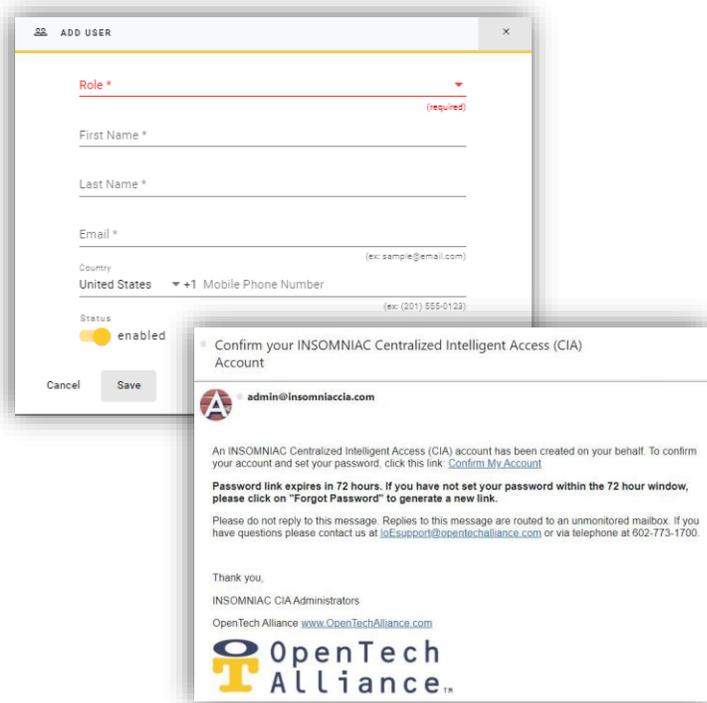
## Administration Tab

### Add, Edit, Delete Users

Account Administrator permissions are required to add, edit or delete other Users. Click Administration in the navigation pane, then click Configuration and Users on the submenu.



## Add a User

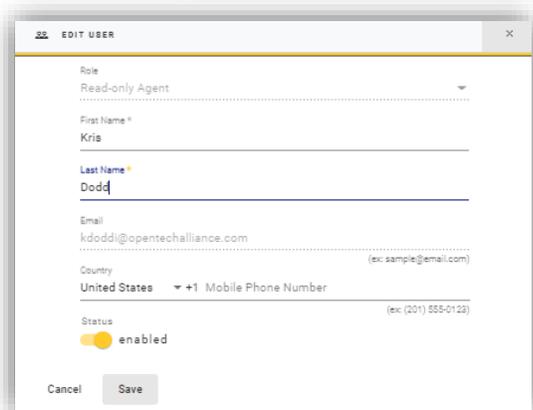


Click Add User and fill in all \* fields on the pop-up screen.

Note: Mobile phone information is not required but must be entered here for the new User to receive text alerts for the account. After the fields are filled out, click Save.

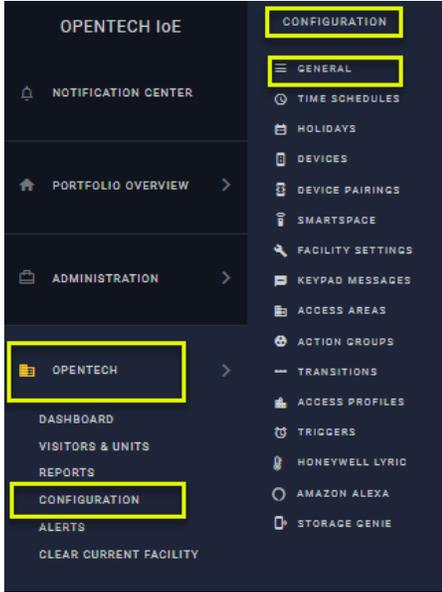
The new User will receive a confirmation email from [admin@insomniaccia.com](mailto:admin@insomniaccia.com), containing a link to "Confirm My Account."

*Note: The link to create a new password will expire in 72 hours and the User will need to request a new link using "Forgot Password."*



## Edit or Delete a User

Select the applicable User, then click Actions and select Edit or Delete. Follow the prompts.



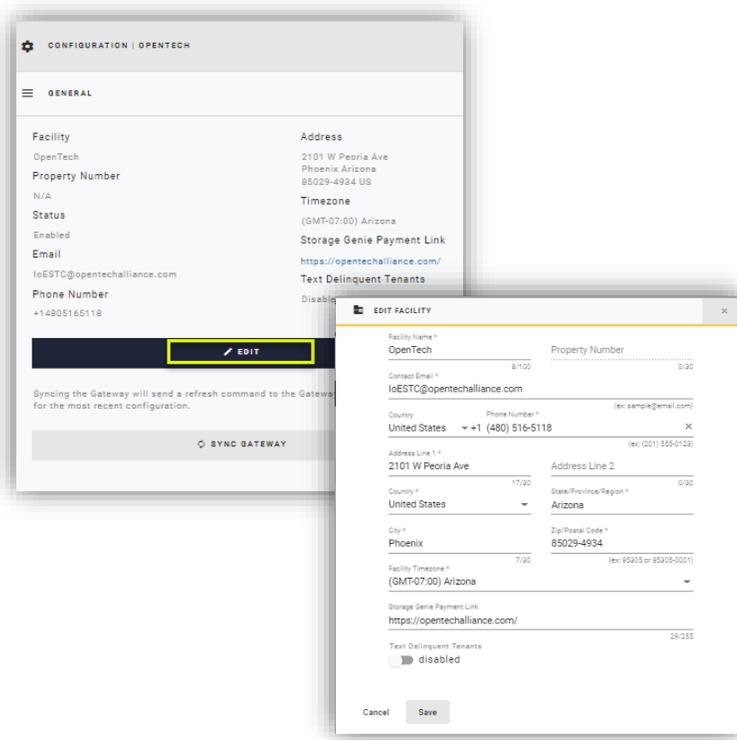
## Account [Name] Tab

This will show the name of your facility (“OPENTECH” in the examples). Click the arrow to show the submenu. Configuration is a commonly used function in the Account [Name] section.

## Configuration

Most configuration is completed during the Onboarding process but Administrators and Regional Managers can modify most (not all) settings. Facility Managers have very limited access to these features.

Click General to bring up the general information screen.



**Click the Edit button to make changes:**

### Contact Email

This email address displays in the Storage Genie Application.

### Phone Number

This Number displays in the Storage Genie Application.

### Address

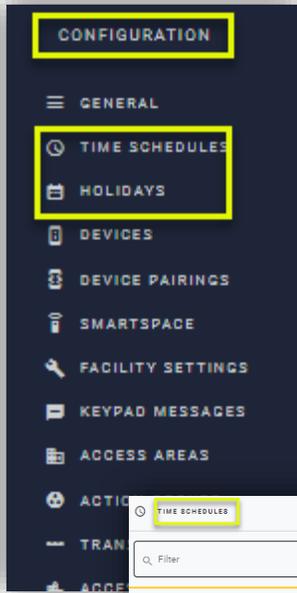
This Address displays in the Storage Genie Application and is used for support when pulling up the facility in Control Center.

### Facility Timezone

Should be correctly preconfigured but also may be modified.

### Storage Genie Payment Link

If provided, this Link will send tenants to the facility’s online payment portal.



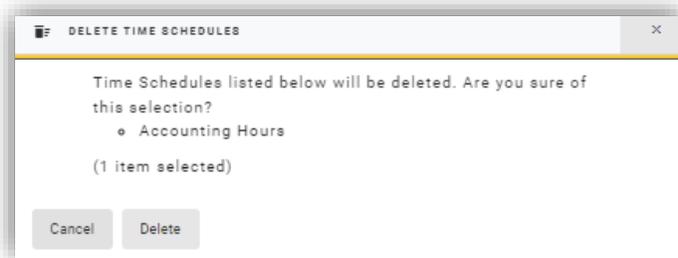
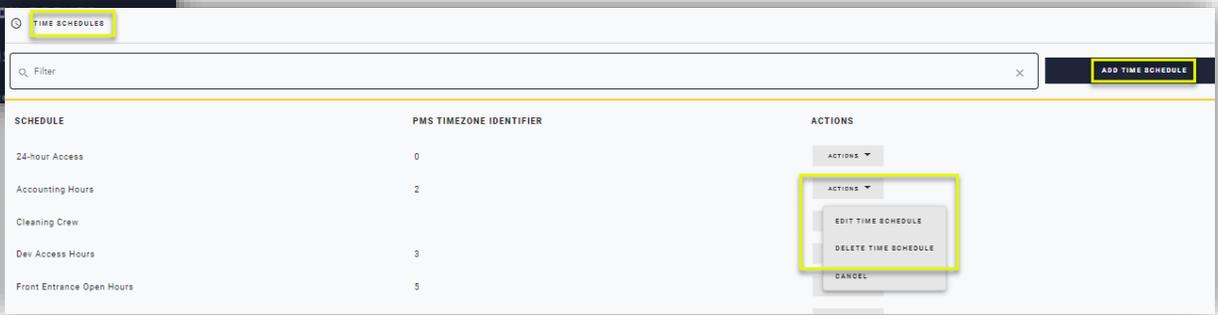
## Time Schedules and Holidays

Click Time Schedules to see all the available time schedules pulled from your Property Management System.

### Add, Edit or Delete Time Schedules

To add a new (non-tenant, non-PMS) schedule, click Add Time Schedule. This might be used for access by managers, landscapers, maintenance crews, etc.

To edit or delete a schedule, click on the applicable schedule, click Actions and select Delete or Edit Schedules.

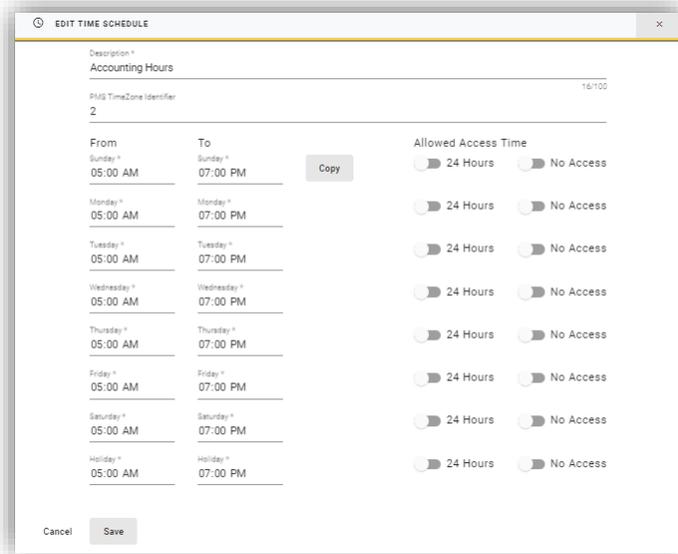


### Delete a Time Schedule

Click Delete Time Schedule to pop up a confirmation screen; click Delete to remove the selected schedule.

**IMPORTANT!** For PMS systems using APIs, Control Center time schedules and access profiles must match exactly what is in the PMS. Mismatches can cause communication errors. To determine if a PMS uses an API, go to the Facility's Dashboard, scroll down to UNIT STATUS to find the CUSTOMERS chart. Click Tenants - if email and phone details are displayed, the PMS is using an API.



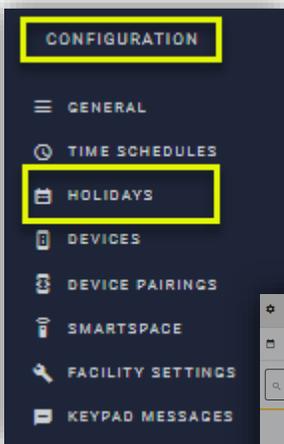


### Edit a Time Schedule

Click Edit Time Schedule to bring up a screen for editing. Manually enter the new times. To update all days with the same schedule, update Sunday's hours and click Copy.

Note: "0" in the PMS indicates Default 24-hour Access for most property management systems.

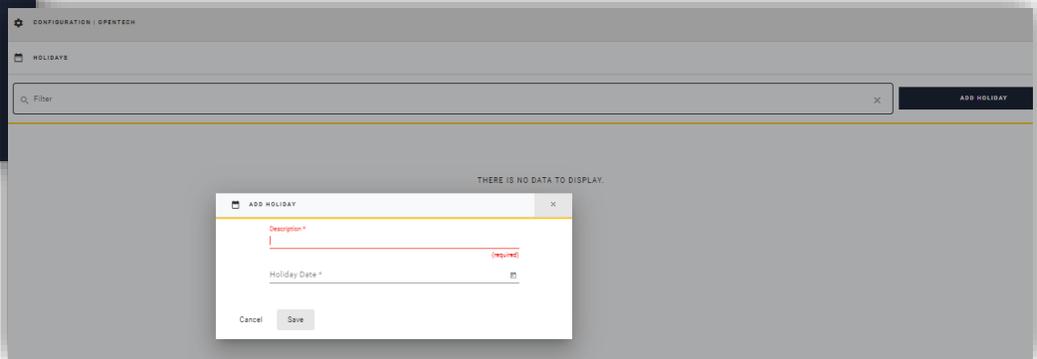
Important: Holiday hours apply only to holidays that have been manually entered (see next section).

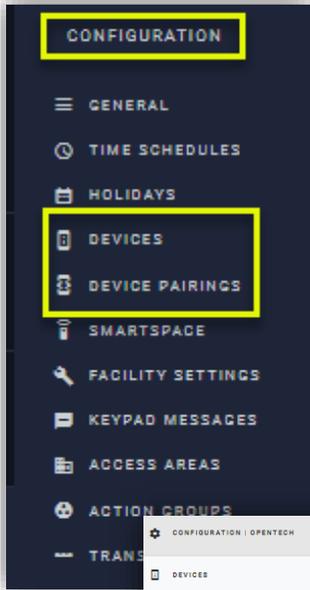


### **Enter Holidays**

Click the Holidays tab and select Add Holiday to manually enter Holidays.

Important: By default, Holidays are not assigned in the Control Center and must be individually added. Holiday Hours only apply to Holidays that have been entered manually into the Control Center.





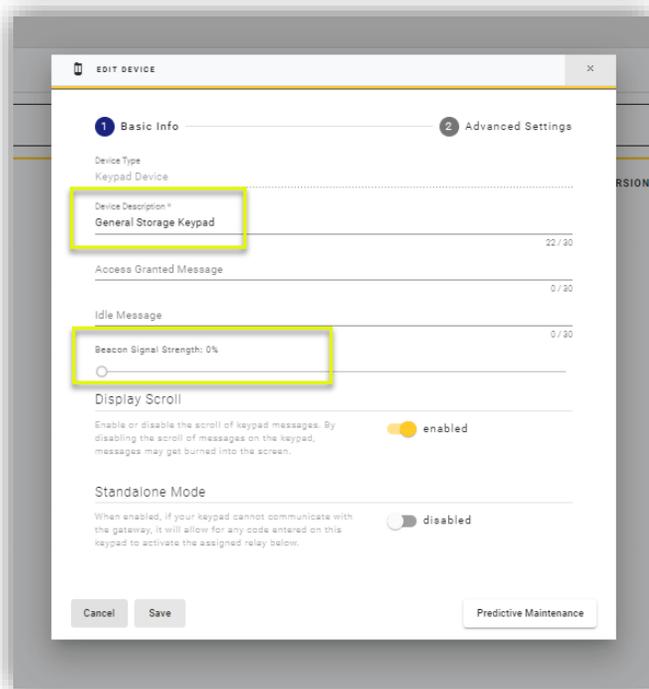
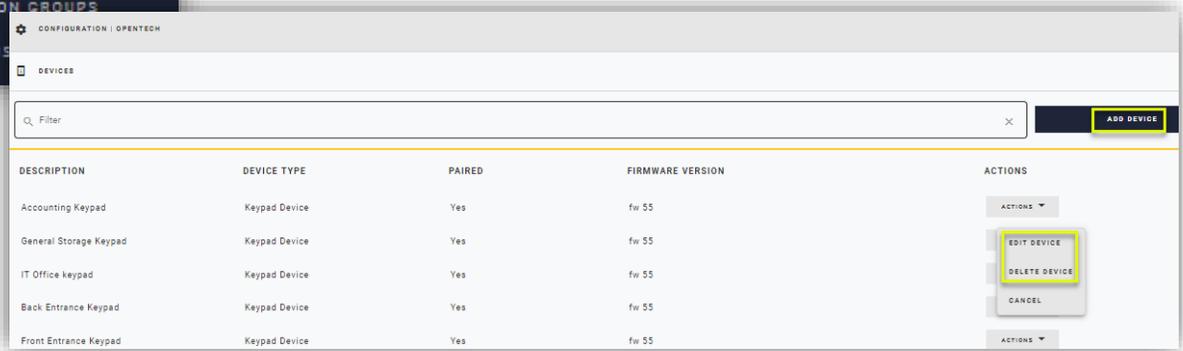
## Devices and Device Pairing

Devices are the units of hardware equipment used for the CIA access system and include the Gateway Controller (GWC), keypads, relays and individual unit alarm boards.

### Device Changes

Administrators and Regional Managers can rename devices and adjust keypad beacon strength (to improve Bluetooth connectivity with Storage Genie). They also can add new devices, but it is recommended to work with a technician unless properly trained.

Click Devices to bring up the list of devices and options.



### Add New Device

Caution: successful installs require specific training; it is recommended to work with a technician. [Contact us](#) for information.

### Delete Device

Caution: be sure you select the correct device. Click Actions and Delete Device, then click to confirm.

### Edit Device

Select the correct device, click Actions and Edit Device. On the pop-up screen, rename the device in the Device Description field and adjust the beacon signal strength using the slider.

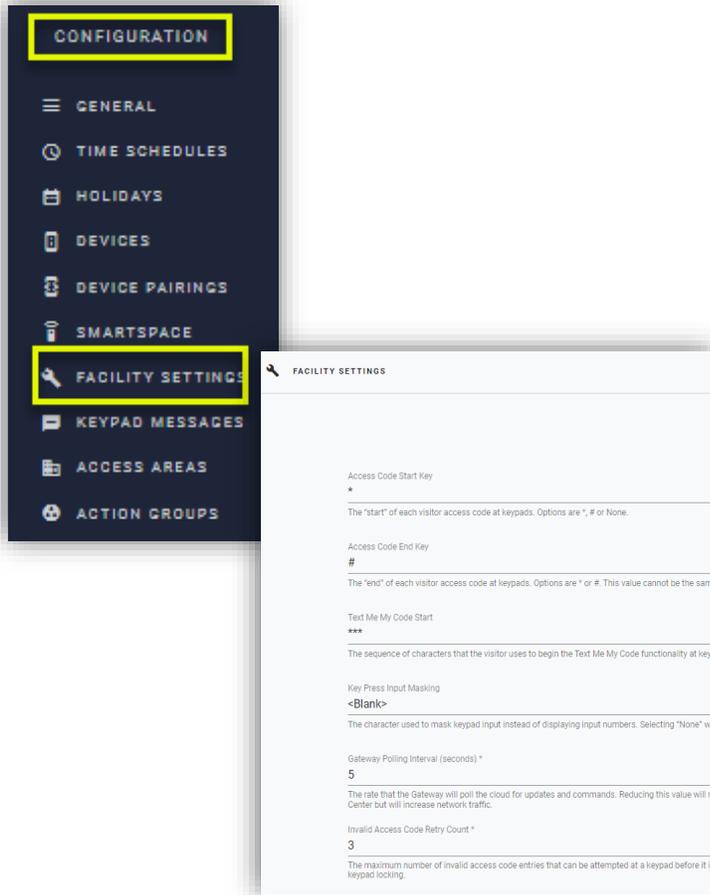
Note: Increasing beacon signal strength does not fix Bluetooth failures on mobile phones/tablets or connection issues (for Apple devices) when a new IOS release is not configured for Storage Genie. [Contact us](#) if multiple tenants cannot connect at all.

## Device Pairings

There are times when manual pairing of devices is required (devices were not paired when received). Look for the "Pairing Unpaired CIA Equipment" Guide in the [OpenTech Help Center](#).

## Facility Settings

Click this tab to bring up a page with several settings that Administrators and Regional Managers can modify. Most are related to how tenants will be permitted to exit the facility and they all include descriptions.

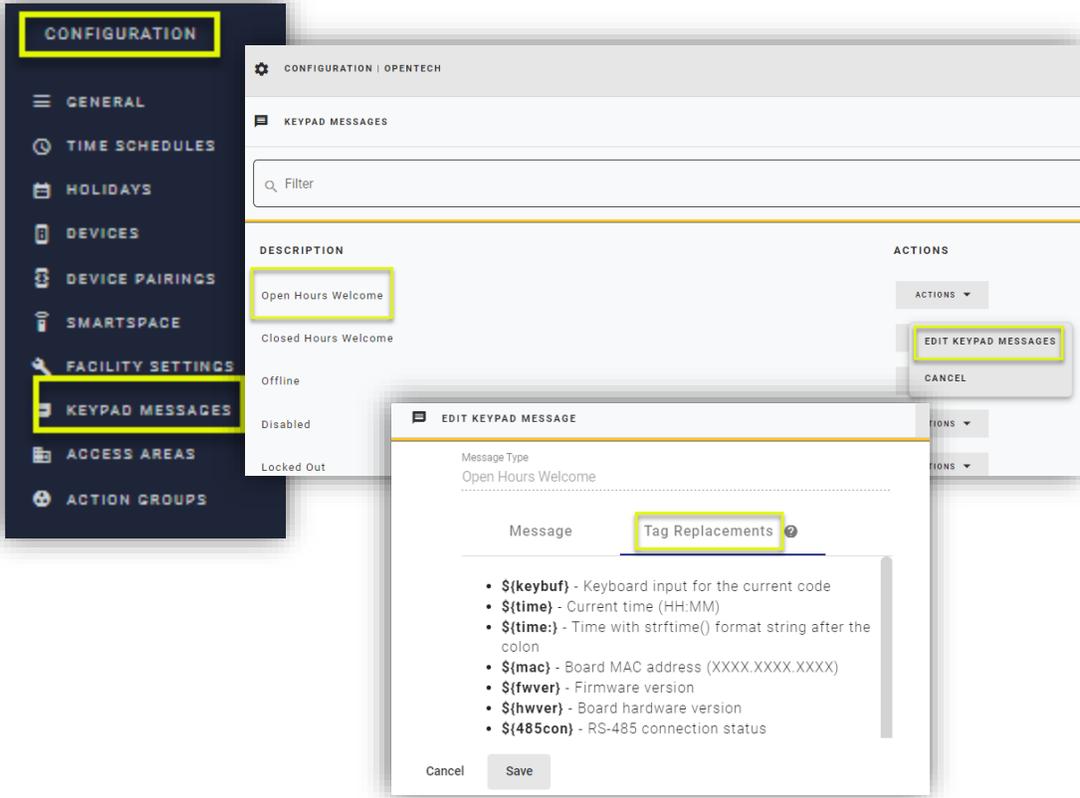


### Options include:

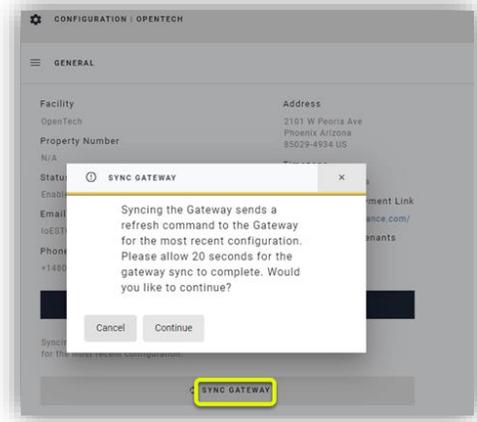
- Formatting for access codes, including start and end characters (defaults are \* to start and # to end)  
*Important: when access code formats are changed, Open Hours Welcome Messages also must be changed (see next section)*
- How soon to mark someone who entered with a code as having exited (e.g. when there is no exit keypad or tenants tailgate out)
- Enabling "Key Press Input Masking" which hides code numbers as they are entered and displays \*\*\*\*\*
- Enabling Weigand devices (e.g. card readers)
- Conditions when Exiting is allowed – default allows tenant and visitors to exit at any time and disabling this requires multiple settings to be toggled to No.

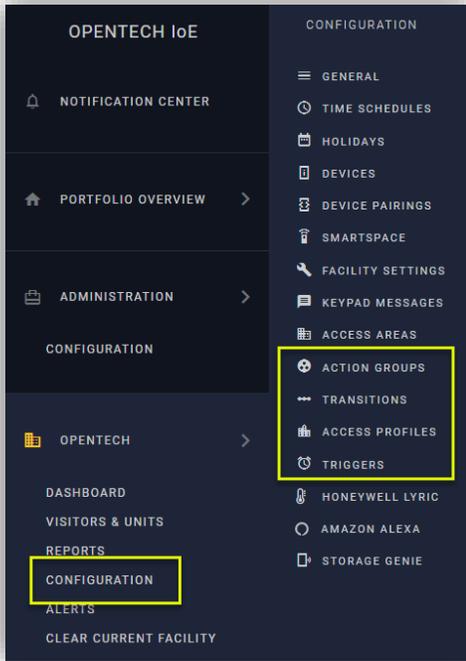
## Keypad Messages

Each Keypad message may be edited. Shortcuts called Tag Replacements (shown below) are available to save space on the keypad message but **Please Note! Entering a Tag Replacement code with an open bracket can cause IRREVERSIBLE DAMAGE to the keypad.** [Contact us](#) with any questions.



***Important:** If the gate code Format is changed (see above), the Open Hours Welcome message must be edited. The changes may not take effect immediately on the keypad display screen until the next scheduled refresh. To sync immediately, go to the General submenu and click Sync Gateway. Facility Manager also are able to do this.*





## Additional Features

There are other features that Administrators and Regional Managers can access and modify, but there are some that are designed for use by technicians: Action Groups, Transition, Access Profiles and Triggers.

[Contact us](#) for more information or assistance.

## For More Information or Assistance

This guide provides a comprehensive introduction to the Control Center but does not cover every feature in detail. For more information, check out the materials available in our Help Center, or contact one of our experts during business hours. Thank you for choosing OpenTech and the INSOMNIAC® CIA Gate Access System.

### The OpenTech Help Center

[Click or tap](#) to explore a variety of CIA documents and videos

### Contact us

Support: [IoESupport@opentechalliance.com](mailto:IoESupport@opentechalliance.com)  
602-773-1700 Option #1 then Option #1  
7am-5pm Monday-Friday (Arizona-MST)

Training: [IoESTC@opentechalliance.com](mailto:IoESTC@opentechalliance.com)  
7am-4pm Monday-Friday (Arizona-MST)